

DISABILITY
INCOME
INSURANCE

YOUR ROLE IN THE DISABILITY INCOME INSURANCE CLAIMS PROCESS

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Underwritten by
Mutual of Omaha Insurance Company



When the need for disability income insurance services arises, the agent is often the first person the policyholder contacts. That's why it's important for you to know how the claims process works in order to understand your role.



Step 1: Making initial contact

Mutual of Omaha's claims department wants to be notified as soon as possible when it's believed there may be a need for a disability income claim. There are two ways the initial contact can be made:

- The insured may contact you. If you are the first point of contact, please notify the claims department as soon as possible to let us know a claim is coming.
- The insured can contact Mutual of Omaha's claims department directly during normal business hours.

Step 2: Gathering information

Once we receive the initial notification, we'll send the insured a claims packet that includes the claim form and a list of documentation needed to evaluate the claim and determine eligibility. This may include things like medical records and employment verification.

We may need to contact medical providers to collect information that can help us determine the policy owner's eligibility for benefits under the policy. Additional information on the illness or injury may also need to be collected.

Step 3: Explaining how the policy works

Not all disability insurance policies are the same, so a claims representative will explain the benefits of the policy to the insured. This may include:

- Elimination period
- Payment of benefits
- Waiver of premium

Elimination Period

The elimination period is the number of days you must be disabled before benefits begin to accrue. This is a non-payable period.

Waiver of Premium

The policy may contain a waiver of premium benefit, which means the insured won't have to make premium payments while receiving benefits, usually after 90 days of disability. However, it's important for the insured to continue paying premiums until notified that no further premium is due.

Step 4: Determining benefit eligibility

Typically, after we receive all the information we need to determine eligibility, it takes approximately 10 business days to review the information and reach a claims decision. Once eligibility has been confirmed, we'll notify the insured or their representative/power of attorney.

If it's determined the insured is not eligible for benefits at this time, we'll send a letter explaining the decision and detailing the options and next steps including options to appeal the decision. The policy can remain in force until age 67, providing coverage for future periods of disability. Between ages 65-75, you can keep the policy in force if you are still working full time.

Step 5: Paying the claim

After satisfying the policy's elimination period, the insured will become eligible to receive benefit payments as long as they remain disabled, or for the length of the policy's benefit period, whichever is less. Payment can be sent electronically to the insured's bank account, or by paper check.



The Role of the Agent

If you become aware of a potential claim, be sure to notify us as soon as possible. Please use this checklist to provide the following information about your client:

- Name
- Phone number
- Mailing address (so we can send a claims packet)
- Email address
- Policy number
- Policyholder's representative/power of attorney
- Nature of disability: illness, injury, etc.

Remember that as an insurance agent, you may not act on behalf of your client unless you are authorized to do so. HIPAA regulations require that all claims dealings must be between Mutual of Omaha and the insured or his or her representative/power of attorney.



Claims Department Contact Information

Phone: 800-268-6443

Fax: 402-997-1869

Email: indltd@mutualofomaha.com

Hours: Monday-Friday: 7 a.m. – 5 p.m. CST



DI Claims by the Numbers

- Mutual of Omaha Insurance Company's first policy was a disability income insurance policy
- Since then, we've paid over [\$1.1 billion] in benefits to disability income insurance policyholders
- In [2017] alone, we paid over [\$10 million] per month in disability income insurance benefits
- Currently, we provide disability income insurance coverage to over [200,000] individuals

Why Mutual of Omaha

We're invested in your success. We're committed to giving you the products your customers want plus the tools, resources and support you need.



MutualofOmaha.com/sales-professionals